



BULLETIN # B-63-2009-S

From: Parts and Service Department
To: All Authorized Service Agencies

Date: May 22, 2009

Product: G, U and X Model Ranges
Subject: Tips to Determine Oven/ Griddle Pilot Outage Root Cause

Please be advised we have had instances of pilot outages on our new range line, where the onsite technician has not been able to determine root cause. Enclosed is a list of items to review, to determine intermittent pilot problems.

1. Check the Thermostat knobs. Knobs that have the tabs broken or are mis-aligned on the thermostat bodies will cause pilot outage while trying to adjust temperature values. This will not apply to any Flame-failure type units.
2. Ensure Back Guards and High-Shelves are properly mounted on the rear of the range. Any deviation or leakage on the guard or shelf install could cause the unit to "front-vent" and extinguish the oven/griddle or top section pilot.
3. Ensure dynamic manifold pressures are according to factory specification. Check incoming supply values, and /or any type of supply pressure fluctuation. * NOTE* 48" and 60" models require a 1" regulator to ensure proper manifold pressures are within defined specifications.
4. Check for Ventilation cross drafts, or drafts along the floor. Inconsistent vent pressure or flue blockages can conceivably cause the pilots to "drop out" during normal cycling of the thermostats
5. Ensure pilot and burner orifices are sized correctly to ensure the proper amount of fuel at the pilot and burners to ensure stability of the pilot flame. Check that the pilot orifice is seated properly on the pilot olive sleeve and there are no leaks at the compression fittings or pilot line.
6. Check milli voltage from the thermocouples to ensure the correct amount of milli voltage is present. Refer to your unit's technical service manual to determine the correct amount of voltage.

7. Check the spring tension on the oven doors to ensure the doors are fully closed when the unit is hot. An open oven door can cause flue gases to collect in behind the front panel and choke off the upper section pilots.
8. Please ensure all tubing ends are free of burrs or tubing debris. Also ensure there has been no reduction of the tubing I.D. where the lines have been cut to fit.
9. Ensure the pilot hood is located correctly. One side of the hood is to feed the burner; the other side is to feed the thermocouple tip. Ensure the tip of the thermocouple is fully engulfed and glows red. These are visual checks that can be verified by the mV readings. Also ensure the pilot assembly is enclosed back into its box after servicing.

If these checks are performed accordingly and you are still having intermittent pilot problems, please contact our Technical Support at 800-427-6668 for further instruction and review.